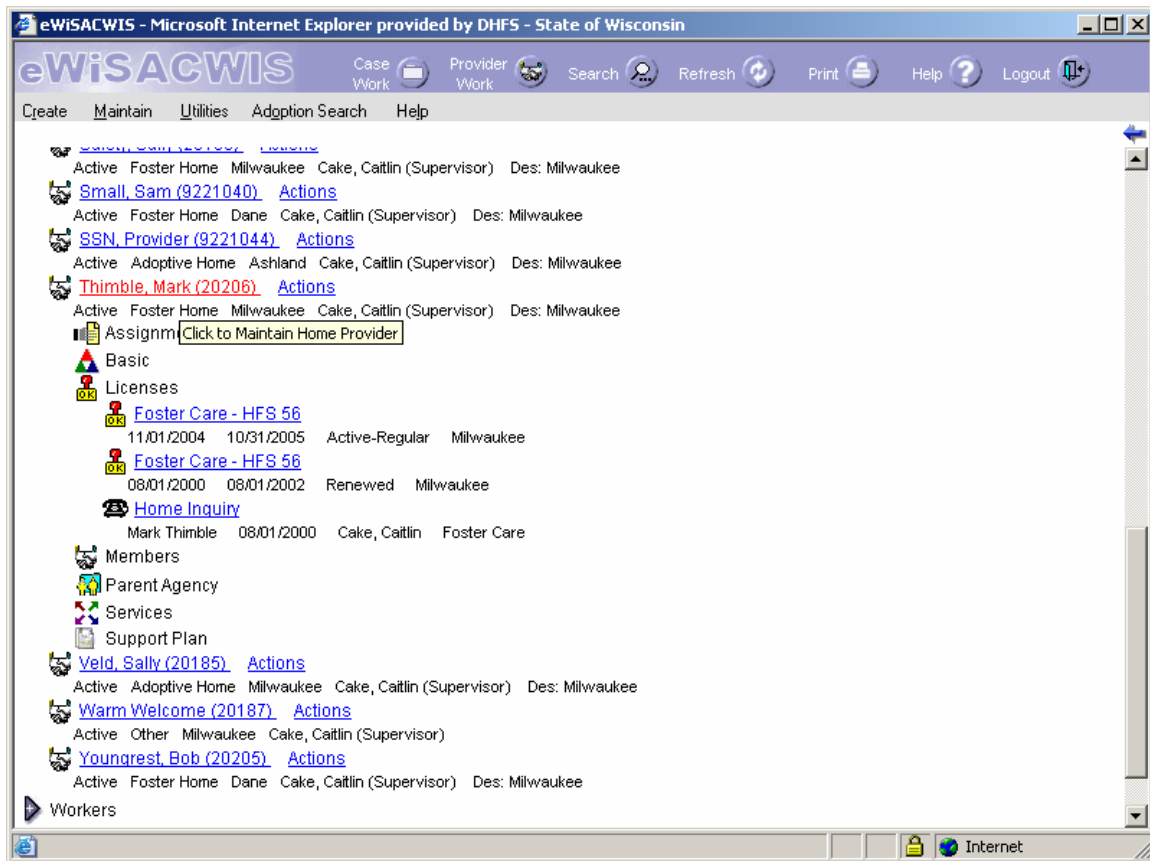# Inactivating a Provider/Duplicate Provider

1. It should be noted that duplicate Providers can not be merged in eWiSACWIS. The following steps should be used to inactivate a Provider and to inactivate a Duplicate Provider.

2. An assignment to the Provider is required.

3. Click on the Provider Name Link (highlighted in blue on your outliner). This will open the Home Provider window.

4. If the Provider is being made Inactive due to Duplicate Providers in eWiSACWIS, make the following changes in the header of the window;
   - Select 'Duplicate' as the Type
   - Click on the Search hyperlink adjacent to the Type dropdown and select the appropriate provider record you want to link this duplicate record to
   - Click the Notify checkbox to generate e-mail notifications to workers that have open placements with this duplicate provider
   - After the 14 day time period, ensure that the placements that were affected have been re-recorded in the system with the appropriate provider records
   - Click the Complete checkbox and save the record

5. If the home is being changed to inactive because your county simply no longer licenses it, update the record with the following values;

- Change the Status to 'Inactive'
- 'Not licensed' as the License Type
- 'None' as the Licensing Agency

6. Click the Save button to save your work. You will get a pop up message stating "All provider service records will be set to inactive. Do you wish to continue?" Click yes and click close.

7. Close all open worker assignments to the provider record making sure yours is the last assignment to close. The default provider for your county will need to be assigned to this provider as the primary worker to remove this provider from your desktop.

8. Should your county license this home in the future or work with this provider in any capacity in the future, search out the home and change the status back to Active. Update the appropriate information for this provider. DO NOT create a new Home Inquiry or Duplicate Provider Record as this record can be reopened. This record will also retain all historical information for this provider number.